# User Manual
# Bat-Caddy X4 Series (X4 & X4R)

**<u>ATTENTION</u>: PLEASE FOLLOW ALL ASSEMBLY INSTRUCTIONS AND READ AND UNDERSTAND THE OPERATING INSTRUCTIONS BEFORE YOU OPERATE THE CADDY, EITHER MANUALLY OR BY REMOTE CONTROL.**

# TABLE OF CONTENTS

Page

**Packing List**……3

**Parts Glossary**……4

**Assembly Instructions** ……5

**Operating Instructions**……7

**Maintenance & Additional Instructions**……10

**Technical Specifications**……15

**Troubleshooting & Frequently Asked Questions**……18

**NOTE:**

This device complies with part 15 of the FCC Rules and with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE:** THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT
SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT

**Bat-Caddy X4R**
**FCC ID: QSQ-REMOTE**
**IC ID: 10716A-Remote**

# PACKING LIST

## 1. Standard Parts (X4)

- 1 Caddy Frame
- 2 Rear Wheels (Left & Right)
- 1 Battery Pack (Battery, Bag, Leads)
- 1 Charger
- 1 Tool Kit
- 1 User Manual, Warranty, Terms & Conditions

## 2. Standard Parts (X4R)

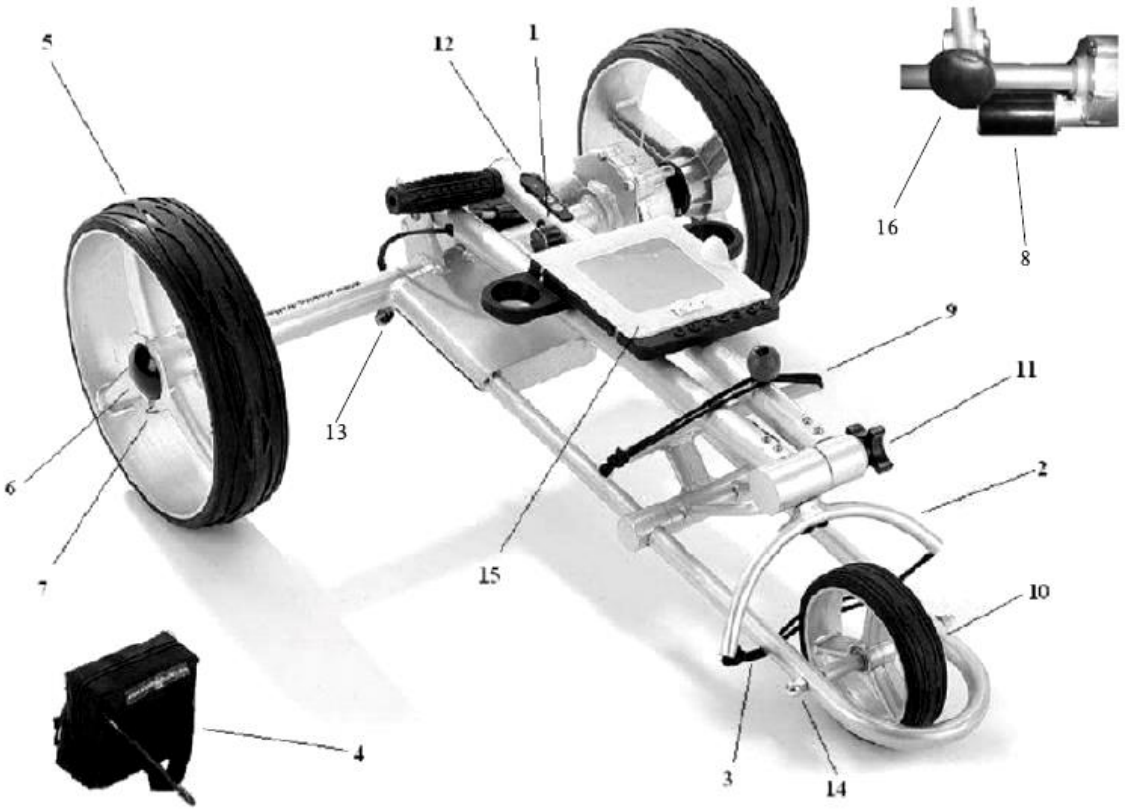
- 1 Caddy Frame
- 1 Anti-Tip Wheel & Pin
- 2 Rear Wheels
- 1 Battery Pack (Battery, Bag, Leads)
- 1 Charger
- 1 Tool Kit
- 1 Remote Control (needs 2 AAA Batteries)
- 1 User Manual, Warranty, Terms & Conditions

## 3. Optional Accessories (X4 & X4R)

- 1 Scorecard Holder
- 1 Cup Holder
- 1 Umbrella Holder
- 1 Seat Cushion, Stand, & Hardware
- Carry Case

**Additional accessories available for purchase at www.batcaddy.com**

# PARTS GLOSSARY




1. **Manual Rheostat Speed Control**
2. **Upper Bag Support**
3. **Bag Support Strap**
4. **Battery**
5. **Rear Wheel**
6. **Wheel Hubcap**
7. **Rear Wheel Quick Release Catch**
8. **Dual Motors**
9. **Lower Bag Support & Strap**
10. **Front Wheel**
11. **Upper Frame Locking Knob**
12. **Handle IC Controller**
13. **Battery Plug**
14. **Front Wheel Tracking Adjustment**
15. **Scorecard Holder**
16. **Lower Frame Locking Knob**

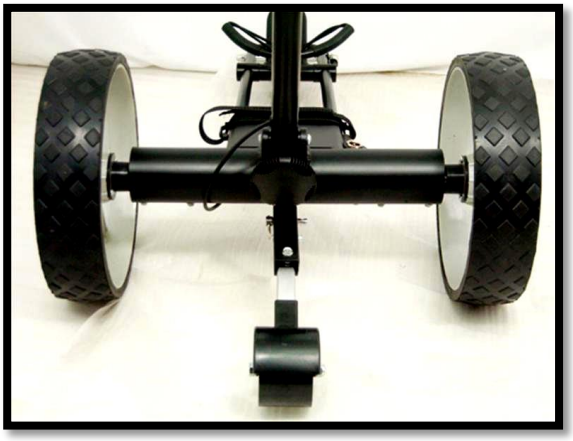
**Not shown: charger, remote control (X4R)**

# ASSEMBLY INSTRUCTIONS

1. Unpack all items carefully and check inventory.

2. Place frame structure (one piece) on soft and clean ground to protect frame from being scratched. Attach wheels to axles by pushing wheel locking button on the outside of the wheel and inserting the axle extension into the wheel. **Make sure to keep the locking button on the outside of the wheel pushed in during this process, in order to enable the axle extensions, including the two pins, to be inserted all the way into the wheel**. If not locked in, the wheel will not be connected to the axle and will not be propelled! Test the lock by trying to pull the wheel out. Note: the X4 caddy has a right (R) and a left (L) wheel, seen from behind in driving direction. Please make sure that the wheels are assembled on the correct side, as otherwise the clutches will not engage. To disassemble the wheels proceed in reverse order.

3. Erect Frame by unfolding and connecting the main frame tubes together at the two frame locks by fastening the lower and upper frame locking knobs. Proceed in reverse for folding the caddy.



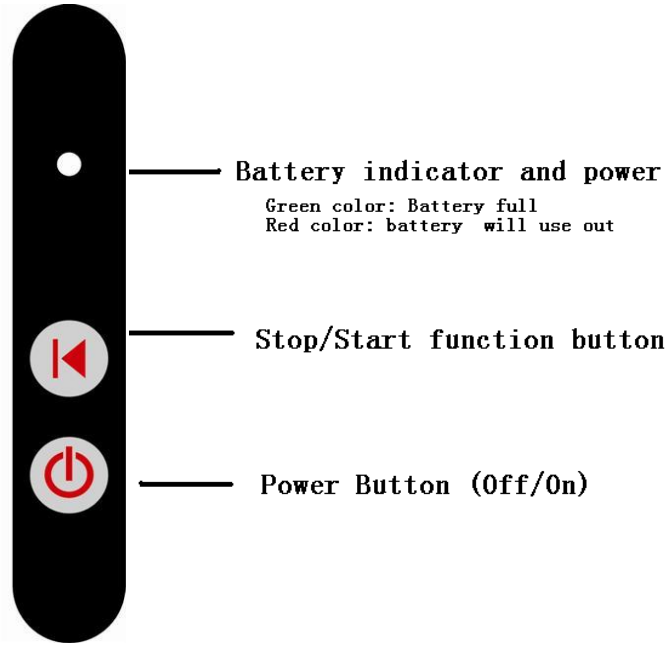
4. Place battery pack on battery tray and fasten both Velcro straps around battery and frame tightly. Insert 3 prong battery plug into caddy outlet. (Note: Do not screw plug nut into caddy to prevent damage in case of a tip-over). **Note: BEFORE CONNECTING make sure that caddy power is OFF, Rheostat Speed Control on handle is in OFF position and the remote control is stored securely!**

5. For X4R insert anti tip wheel into holding bar on motor housing and secure with pin.

6. Install optional accessories, such as Scorecard/Beverage/Umbrella holder, below handle in the foreseen places or receptors.

# OPERATING INSTRUCTIONS

## 1. Handle Control Functions


Battery indicator and power
Green color: Battery full
Red color: battery will use out
Stop/Start function button
Power Button (Off/On)

1. The rheostat speed button on the right side of the handle lets you choose your preferred speed seamlessly. Dial forward to increase speed. Dial backwards to reduce speed.
2. Press ON/OFF power button for about 2 seconds to turn caddy on or off
3. The Digital Cruise Control: Select the ideal speed to match your pace with the rheostat speed knob. In order to stop press the red cruise control button on the top of the handle. The cart will remember its last speed setting when you stop. Once you are ready to go press the button again, and the caddy will automatically travel at the same speed, except if you change the speed knob position.
4. The caddy is equipped with a "Soft start" ability which ensures smooth acceleration up to

selected speed by pressing the stop/start button on the handlebar control panel.

5. The battery indicator LED with green or red color on the handle shows the battery charge at any time. If green the battery is charged. When it turns red please recharge the battery soon.

## 2. Remote Control Operation (X4R Only)

**<u>Functions</u>:**

- **A. STOP:** The red STOP button in the middle of the directional arrows should be used for stopping the caddy.
- **B. Timer:** 10, 20, 30 yards/meters: press once -> 10, twice -> 20; three times -> 30 y
- **C. Backward Arrow:** Pressing the back arrow will set the caddy in backward motion. Increase backward speed by pushing multiple times. Press also to decrease forward speed/slow down the caddy
- **D. Forward Arrow:** Pushing the forward arrow will set the caddy in forward motion. Pushing multiple times will increase the speed. Push Backward arrow to slow down.
- **E. Left Arrow:** initiates left turns. When the arrows are released the caddy stops turning and continues straight with the original speed prior to turning.
- **F. Right Arrow:** same as left arrow function.
- **G. On/Off Switch:** On right side of device turns remote control on or off; recommended to prevent accidental engagement of caddy
- **H. Antenna:** internal
- **I. Batteries:** 2 x 1.5V AAA

**<u>Important Notes</u> – PLEASE READ CAREFULLY**

- Change the remote control batteries once the indicator LED gets weak
- The remote control uses two 1.5V AAA batteries available in any supermarket, drug store, or electronics store
- It is recommended to keep a set of extra batteries ready as replacement
- To change the batteries, open up the battery compartment cover by pulling the lever and place the batteries according to the diagram in the battery compartment
- The remote control system is designed to not interfere with other electric caddies
- The maximum range of the remote control varies between 80-100 yards, depending on the battery charge, obstacles, atmospheric conditions, power lines, cell phone towers, other electronic/natural interference sources

- **It is strongly recommended to operate the caddy at a maximum range not exceeding 20 yards in order to prevent the loss of control of the unit!**

# 3 Additional Functions

- **Freewheeling Mode:** The caddy can be easily operated without power. In order to activate the freewheeling mode, turn main power Off. The caddy now can be pushed manually with little resistance.
- **Remote Control Resynchronization**

**Remote with on/off switch (as of 2014; no external antenna)**

Step #1 - Make sure power is totally off for at least five (5) seconds

Step #2 - Hold down the stop button on the remote.

Step #3 - Power up cart. Continue to hold down the stop button.

Step #4 - Continue hold down the stop button until the lights on the LED screen blink.

Step #5 - Cart is now in "sync" test each function to assure all are functioning.

You are ready to go!

- **Remote for carts from 2010- 2013/14 (Controller has no green button, remote w strap antenna)**

  Step #1 – Make sure power is off for at least five (5) seconds.

  Step #2 - Hold down the forward button on the remote. Make sure the red LED light is lit.

  Step #3 - Power up the cart. Continue to hold down the forward button on the remote.

  Step #4 - Start counting slowly. Cart will start to move before you reach 15.

  Step #5 - Cart is now in "sync" test each function to assure they are functioning.

- **Tracking Adjustment**: Tracking behavior of all electric caddies is strongly dependent on equal weight distribution and slope. Test your caddy's tracking by operating it on a level surface without the bag. If changes are necessary, you can adjust the tracking of your caddy by loosening the front wheel axle and the adjustment bar on the right side of the front wheel and shifting the axle accordingly. After such adjustment fasten screws in reverse order but do not over tighten.

# 4 Electronic Systems

- **Remote Control Range**: We recommend not to exceed 20-30 yards distance. The greater the distance between you and caddy, the greater the chance of losing contact with it.

- **Microcomputer**: The remote caddy has 3 microcomputer controls: The first is in main controller box. The second is in the remote control handset, and the third is in the handle.
- **Safety Protection**: When the temperature of the controller box reaches its upper limit in case of an overload it will automatically shut down to cool off.
- **Microprocessor Controlled Electronics System**: When you connect the battery, the electronics system will automatically run through a start-up routine. Then you can press the main OFF/ON switch on the handle. The battery charge indicator lights will show you the charge level of the battery from green (fully charged) to red (discharged).
- **Important:** The electronics controller box contains no user serviceable parts. Therefore, it is sealed to reduce the risk of moisture entering and impacting the electronic system. Breaking this seal increases the risk of damaging the electronics and decreasing the reliability of your caddy. **DO NOT** attempt to open the controller case. **Doing so will void the warranty**!
- **Battery Operation and Care**: Follow battery charge and maintenance instructions.

# MAINTENANCE & ADDITIONAL INSTRUCTIONS

## 1. Battery Charging and Maintenance (see specific separate instructions for sealed lead acid (SLA) and lithium batteries)

**PLEASE OBEY THESE PRECAUTIONS FOR BATTERY USE & CHARGING:**

- Please do not charge the battery in a sealed container or in upside down position. It is recommended to charge the battery in a well ventilated area.
- Please do not charge the battery near a heater, where heat accumulation may occur, or in direct sunshine.
- In order to prolong the service life of the battery, please avoid complete discharge and charge the battery after every use. Unplug the battery from the charger once the charge is complete. When the trolley is not in use for an extended period of time, it is recommended to charge the battery once a month.
- The battery's poles' red color stands for positive, and the black for negative. In case of battery replacement please reconnect the poles of the battery correctly; **otherwise your caddy could suffer severe damage.**
- Please do not disassemble the battery or throw it into a fire**;** this will cause an **EXPLOSION!**
- **NEVER TOUCH THE ELECTRIC POLES OF THE BATTERY! THIS IS A SEVERE SAFETY HAZARD!**

**Battery Charging Instructions SLA Batteries:**

Connect the battery cable plug with the charger and then plug the charger into an electrical outlet. During the charging cycle the LED on the charger will show a red steady

light. Once the charging cycle is complete the red light, will turn into a steady green light. It is now okay to unplug the charger and battery for reuse. The charging cycle can last up to 12 hours depending on the level of discharge.
Normally the battery will hold its charge for several months, and it does not have a "memory effect", and therefore can be recharged at any discharge level. It is not recommended to fully discharge the batteries, as this will shorten battery life drastically. The battery has a normal lifespan of approx. 150 charges, depending on charging frequency, storage conditions, and time and discharge history, which could reduce this lifetime. Before storing a battery for extended periods of time you must fully charge it. **DO NOT** store a discharged battery or else it might become unusable. Replacement batteries are available from your authorized dealer or directly from Bat-Caddy.

**Recommendations**

- Fully charge the battery for ca. 12 hours before the first use
- Do not leave the battery on the charger if it is not used for extended periods of time; remove it from the charger after charge is complete
- The battery will take approximately 2-3 rounds and charging cycles before it reaches its full operating potential. During the first couple of rounds it might still be below its optimal power.
- Always keep your battery fully charged before another game
- Never keep your battery connected to the grid during prolonged power outages. It might be irreversibly damaged.
- Do not fully discharge the battery by "overplaying" it. It is recommended to recharge the battery after every 18 holes.

***Life of sealed lead acid and any other batteries is dependent on a variety of factors, other than purely the number of charges, including but not limited to frequency between charges, duration of charge, level of drainage, idle time, storage conditions and duration and overall shelf time. We cover our batteries according to our warranty policy and any potential additional coverage is at our discretion.**

## 2. Testing Your Caddy

**Test Environment**

First, make sure that you perform your first test of the caddy in a wide and safe area, free of obstructions or valuables, such as people, parked automobiles, flowing traffic, furniture or water bodies (rivers, swimming pools etc.), steep hills, cliffs or similar hazards.

**Manual Control Operation**

Test the manual function first: Press the On/Off button for 2-5 seconds. The manual functions of the caddy are controlled through the rheostat control wheel on the top of the handle. Pushing the wheel clockwise will control the forward movement of the caddy. **In order to slow down or stop the caddy, turn the wheel counterclockwise.**

**Remote Control Operation (X4R Only)**

**Make sure you are close to the caddy at all times while testing it and familiarizing yourself with the remote control!** Now turn on the main power switch and make sure that the rheostat control wheel is in OFF position. One touch of the Forward/Backward arrows on the remote control starts the caddy in either direction. Further pushes increase the speed. **In order to stop the caddy press round red STOP button in the middle of the remote**! To turn the caddy in either direction push the left or right arrows briefly. Once you release the button the caddy will continue in the current direction at the same speed prior to the turning command. You will notice that the caddy reacts promptly to any turning command, so it will take you some practice to get just the right touch for turning maneuvers. Please be aware that the turning characteristics will change depending on the surface (grass, asphalt), the slope or the weight (loaded, unloaded) of your caddy.

The remote is designed to have a reach of approximately 80-100 yards, but we **strongly recommend** to operate the caddy in closer ranges of 10-30 yards (not exceeding 50 yards) to be able to react to any unforeseen events, such as other golfers crossing your path or to avoid hidden obstructions (creeks, bunkers, GUR, etc.) or an unexpected disconnection in remote operation. An additional safety feature of this caddy is that it will stop moving if it does not receive a signal from the remote control at least every 45 seconds. This way, should you ever be distracted, your caddy does not completely get away. By pressing the lower Timer button on the remote the caddy can be moved forward automatically by 10, 20, or 30 yards. STOP will make the caddy stop in case of overreach. Do not use this function close to water or other hazards.

## 3. Recommendations for Efficient and Safe Operation

- Be alert and act responsibly at all times while operating your caddy, just as you would when operating a riding cart, motor vehicle, or any other type of machinery. **We absolutely do not recommend the consumption of alcohol or any other impairing substances while operating our caddies.**

- Do not operate the caddy carelessly in narrow or dangerous spaces, places with valuables or any people gathering areas, such as parking lots, close to flowing traffic, bag drop-off areas, stores, driving ranges, putting greens and practice areas, pro shops, restaurants, starter areas and other areas where people or items could be harmed through an error or lack of skill in operation. In such situations the caddy should be best operated manually with or without power. **Also, please make sure to always switch off the power and secure the caddy when you park and leave the unit for any reason, either on or off course.**

- With its optimized balance and straight front wheel, the caddy has extraordinarily narrow and responsive turning and maneuvering abilities. However, it sometimes tends to react to uneven weight distribution of its load or slope variations and will follow the weight and the slope of the golf course, which is normal for electric caddies. Therefore, please make sure that the weight in your bag is distributed

evenly (move heavy balls and items to both sides equally and to the upper part of your bag, or shift the bag on the caddy). Also, when operating your caddy, anticipate the slope of the course in order to avoid frequent corrections in direction. In some extreme environments, such as very uneven terrain, steep hills, narrow and/or sloped cart paths, muddy areas, gravel paths, close to bunkers and hazard, around bushes and trees it is **strongly recommended** to operate the caddy via manual control in order to prevent any collisions, damage or the need for complicated correction adjustment maneuvers. When operating the caddy often in bumpy terrain we recommend to add an additional bungee strap to the lower and/or upper bag support to give the golf bag additional hold and prevent it from shifting.

- Please avoid or minimize operation on hard and rough surfaces, such as cart paths, asphalt roads, gravel roads, roots etc., as this will cause unnecessary wear and tear on tires, wheels and other components. **Guide the caddy manually when on cart paths with curbs**. **Bumping into hard objects might cause damage to wheels and other components!** The caddy is best operated on soft and smooth surfaces such as fairways.

## 4. General Maintenance

The steps below will ensure that you get a prolonged and reliable life out of your Bat-Caddy.

- The Caddy has been designed so that the user can concentrate on playing golf, while the caddy does the work of carrying your bag. In order to keep your Bat-Caddy looking its best, we advise that you wipe any mud or grass from the frame, wheels and chassis after every round with a damp cloth or paper towel.

- **NEVER use water hoses or high-pressure jet washers** to prevent moisture entering the electronic systems, motors, or gear boxes of the caddy.

- Remove the rear wheels every few weeks and clean out any debris that might cause the wheels to drag. You might also consider applying some lubricant, such WD-40, to keep moving parts smooth and corrosion-free.

- A 4-5 hour round of golf played once a week for 12 months is equivalent to ca. four years' use of a lawn mower, so please thoroughly inspect your cart at least once a year, and if you notice any symptoms of wear, contact your Bat-Caddy Service Center. Alternatively, you can have your caddy inspected and tuned by our Service Center, so it's always in great shape for the new season.

- Always disconnect the battery when you store the caddy, and always put your caddy together before re-connecting the battery. If you are not planning to play for at least a month, store the battery in a cool and dry place (not on concrete floor) and **don't leave it on the charger.**

All of these recommendations and **COMMON SENSE** will help keep your Bat-Caddy in top condition and ensure that it remains your reliable partner, both on and off the links.

**Note: Bat-Caddy reserves the right to modify/upgrade any components during a model year, so illustrations on our website, brochures and manuals may slightly vary from the actual product shipped. However, Bat-Caddy guarantees that specifications and functionality will be always equal or better from the advertised product. Promotional accessories may also vary from illustrations shown on our website and other publications.**

# TECHNICAL SPECIFICATIONS

## X4

| | |
|---|---|
| **Standard Battery** | 22Ah SLA<br>Dimensions: 7.5 x 6.5 x 3 in (19 x 17 x 8 cm)<br>Average charge time: 4-8 hours<br>Lifetime: ca. 150 charges |
| **Standard Battery Duration** | 27+ holes |
| **Battery Upgrade Options** | 33Ah @ $25.00; 35Ah @ $50.00; LI @ $400.00 |
| **Folded Dimensions** | Length: 33 in (84 cm)<br>Width: 20 in (51 cm)<br>Height: 10 in (25.4 cm) |
| **Unfolded Dimensions** | Length: 42-50 in (107-127 cm)<br>Width: 20 in (51 cm)<br>Height: 35-45 in (89-114 cm) |
| **Weight Caddy** | 20 lbs (9 kg) |
| **Weight Standard Battery** | 12 lbs (5.5 kg) |
| **Total Weight (standard battery)** | 32 lbs (14.5 kg) |
| **Speed** | 5.4 mi/h (8.6 km/h) |
| **Control Functions** | Manual Seamless Rheostat<br>Cruise Control<br>Battery Charge Indicator<br>Power On/Off |
| **Distance/Range** | 13 mi(20 km)/27+ holes |
| **Climbing Ability** | 30 degrees |
| **Off-Power Free-Wheeling Mode** | ✓ |
| **Maximum Load** | 77 lbs (35 kg) |
| **Charger** | Input: 110-240V AC<br>Output: 12V/3A-4A Trickle Charger |
| **Motor** | Power: 1 x 200 Watt (200 Watt)<br>12V DC Electric |
| **Front Wheels** | Airless, rubberized tread<br>Tracking adjustment |
| **Rear Wheels** | Airless, rubberized tread<br>Quick-release mechanism |
| **Drive Train** | Rear Wheel Drive<br>Gear ratio (17:1) |

| | |
|---|---|
| **Handle Height Adjustment** | ✓ |
| **Materials** | Aluminum/SS and ABS |
| **Available Colors** | Oxidized Silver |
| **Available Accessories** | Scorecard Holder<br>Cup Holder<br>Umbrella Holder<br>Carrying Bag<br>Seat |
| **Optional Accessories** | Rain Cover<br>Sand Dispenser<br><br>see "Special Offers" for seasonal promotions |
| **Introduced (year)** | 2012 |
| **Certifications** | |
| **Warranty** | 1 Year on Parts and Labor<br>1 Year on Battery |
| **Packaging** | Type: Cardboard Box, Styrofoam Cushioning<br>Dimensions: 33 x 24 x 12 in (83 x 62 x 31 cm)<br>Gross Weight: 49 lbs (22 kg) |

# X4R

| | |
|---|---|
| **Standard Battery** | 34/36Ah SLA<br>Dimensions: 8 x 5 x 6 in<br>Average charge time: 4-8 hours<br>Lifetime: ca. 150 charges (300 for Li) |
| **Standard Battery Duration** | 27+ holes |
| **Battery Upgrade Options** | Lithium @ $400.00 |
| **Folded Dimensions** | Length: 33 in (84 cm)<br>Width: 21 in (53.3 cm)<br>Height: 10 in (25.4 cm) |
| **Unfolded Dimensions** | Length: 42-50 in (107-127 cm)<br>Width: 21 in (53.3 cm)<br>Height: 35-45 in (89-114 cm) |
| **Weight Caddy** | 24 lbs (11kg) |
| **Weight Standard Battery** | 25 lbs (11 kg) LI: 6Lbs (2.7 kg) |
| **Total Weight (standard battery)** | 49 lbs (22 kg); LI: 30 lbs (13.6 kg) |
| **Speed** | 6 mi/ h (9.6 km/h) |
| **Control Functions** | Manual Seamless Rheostat<br>Remote Control (range up to 80-100 yards)<br>Functions: Forward, Reverse, Left, Right, Stop<br>Timed forward advance function (10, 20, 30 yards)<br>Cruise Control<br>Power On/Off |

| | |
|---|---|
| **Distance/Range** | 13 mi(20 km)/27+ holes/36+ Holes w LI |
| **Climbing Ability** | 30 degrees |
| **Off-Power Free-Wheeling Mode** | ✓ |
| **Maximum Load** | 77 lbs (35 kg) |
| **Charger** | Input: 110-240V AC<br>Output: 12V/3A-4A DC Trickle Charger |
| **Motor** | Power: 2 x 200 Watt (400 Watt)<br>12V DC Electric |
| **Front Wheels** | Airless, rubberized tread<br>Tracking adjustment |
| **Rear Wheels** | Airless, rubberized tread<br>Quick-release mechanism<br>Anti-tip wheel assembly |
| **Drive Train** | Rear Wheel Drive<br>Integrated Gears<br>Dual independent transmission<br>Gear ratio (17:1) |
| **Handle Height Adjustment** | ✓ |
| **Materials** | Aluminum/SS and ABS |
| **Available Colors** | Oxidized Silver |
| **Available Accessories** | Scorecard Holder<br>Cup Holder<br>Umbrella Holder<br>Carrying Bag<br>Seat |
| **Optional Accessories** | Rain Cover<br>Sand Dispenser<br><br>see "Special Offers" for seasonal promotions |
| **Introduced (year)** | 2009 |
| **Certifications** | |
| **Warranty** | 1 Year on Parts and Labor<br>1 Year on Battery |
| **Packaging** | Type: Cardboard Box, Styrofoam Cushioning<br>Dimensions: 33 x 24 x 12 in (83 x 62 x 31 cm)<br>Gross Weight: 63 lbs (28.6 kg) w. SLA Battery |

**Note:** Bat-Caddy reserves the right to modify/upgrade any components during a model year. Hence illustrations on our website, brochures and manuals may vary from the actual product shipped. However, Bat-Caddy guarantees that specifications and functionality will be always equal or better from the advertised product. Promotional accessories may also vary from illustrations shown on our website and other publications.

# TROUBLESHOOTING GUIDE

| Symptom | Action |
|---|---|
| **Caddy does not have power** | - Check all wiring connections and plugs<br>- Check battery charge/<br>- Check On/Off button/switch |
| **Motor is running but wheels don't turn** | - Check if wheels are secured to axle by split pin<br>- Check right and left wheel position on X3/X3 Pro<br>- Check right/left wheel clutches |
| **Caddy pulls to left or right** | - Check if wheel is fitted over clutch & latched to axle<br>- Check if axle pin is visible at both sides of axle<br>- Check clutch: turn freely in one direction only<br>- Check tracking on level ground<br>- Check weight distribution in golf bag |
| **Battery/Caddy lacks power** | - Check cable connections<br>- Check battery charge<br>- Check charger function |
| **Problems attaching wheels** | - Adjust quick release catch |

# FREQUENTLY ASKED QUESTIONS (FAQs)

**Please check our website at** http://batcaddy.com/pages/FAQs.html **for FAQs**

**For Technical Support please contact one of our Service Centers. Contact info at** http://batcaddy.com/pages/Contact-Us.html **Check our website** www.batcaddy.com

Bat-Caddy is a registered trademark of SpaCom LLC